



JEEVAN GEORGE ZACHARIAH

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Dubai, United Arab Emirates



Registered member of the Hospitality Financial & Technology Professionals
HFTP Dubai Chapter



Data Center Certified Associate (DCCA)
SCHNEIDER ELECTRIC

Snap Shot

Responsible and skilled IT Management professional with all-round management and technical expertise, with good technical, presentation and inter personal skills. Having over **15 years** of IT experience, with the **last 12 years in the Hospitality sector**. An **Engineering Graduate** specialized in **Computer Science & Engineering**, also holding **Certified Hospitality Technology Professional (CHTP)** certification from HFTP, USA and the **Certified Information Technology Manager (CITM)** certification from GAQM. with vast practical knowledge of various System Server and Client Hardware and Application Software, Operating Systems, and providing Technical, Networks and IT Services related Troubleshooting. Have been part of **pre-opening teams of properties in the United Arab Emirates (Dubai and Abu Dhabi) and Bahrain**.

Presently available in the UAE for interviews and immediate joining.

Job Profile and Work Experience

- **IT Manager** **Swiss-Belhotel International** **Manama, Bahrain**
November 2019 - October 2020
 - ❖ Worked at Swiss-Belsuites Admiral Juffair (4 ★)
Part of the Pre-Opening Team for implementing Hotel System Setup
 - **IT Manager** **Danat Hotels & Resorts** **Abu Dhabi, U.A.E.**
September 2009 - October 2019
[May 2014 to October 2019]
 - ❖ Worked at Danat Jebel Dhanna Resort (5 ★) & Dhafra Beach Hotel (3 ★)
 - ❖ Worked at Tilal Liwa Hotel (4 ★)(Pre-Opening Team)
[September 2009 to April 2014]
- Responsible for the Hotel IT Systems setup and management of the IT Support Team
 - Been part of and having knowledge of the Pre-opening stage and implementation of Hotel IT Systems.
 - Knowledge of Windows Server Technologies and OS (Windows Server 2019/2016/2012) and Windows Client PC Operating Systems (Windows 10/8/7/XP)
 - Knowledge of implementation and management of various Hotel based Systems - Property Management Systems (Opera PMS), Point of Sale (Micros and Touché), Financial Accounting (SUN Financials), Hotel Procurement Systems (FBM and FCM), Hotel Spa Software (Shedul), HR Management Systems (PayTrax and OASYS)
 - Knowledge of Door Access and KeyCard Systems (VingCard & Orbita)
 - Knowledge of implementation and management of IP based CCTV Systems (Milestone & Bosch)
 - Management of IPTV Systems and Digital Signage Systems (Arantia and HeroApps)
 - Management of VMWare vCenter Solutions and Hyper-V for Virtual Machines
 - Management of Citrix solutions for XenDesktop Enterprise Edition and XenApp solutions

- Monitoring Data Backups across Servers and clients in the properties on a regular basis, and monthly testing of file backup continuity and restorations (Quroum & VEEAM)
- Creation of IT Budget for the Financial year in close coordination with the Finance Department
- Advised and recommended Vendor Selection and project contract awarding based on vendor presentation, market reputation, flexibility and cost effectiveness
- Recommending IT System Changes and Updates for implementation with respective Hotel Teams after studying requirements
- Provides Network Administration and Systems Support & maintenance of all the Hotel related softwares and applications
- Knowledge of implementation and management of IP based PABX Systems (Mitel, Avaya & NEC)
- Management of Google Admin Console for Google Business Mail and associated properties' Email User Creation, Deletion and Password Change.
- Preparation of IT Policies and monitoring of routine maintenance in the properties to see adherence of users as per IT policy
- Knowledge of BMS and ELV Systems for Hotel Engineering and Facilities Management Team
- Monitoring and maintenance for Antivirus Software across all the Hotel Systems and PCs
- Help in providing IT related Training and updates to the end users for their workstations and with items related to basic System troubleshooting techniques
- Monitoring of Service Desk User Incident and Service Order Issues
- Installation of Client Level Software on the Hotel PCs
- Knowledge of monitoring Network Devices like Switches, Routers and ADSL Modems
- Management of Active Directory Services and Domain Controller
- Handling Wireless Access Point Controllers for Access Points

As in all the popular hotels across the world, the Hotels have the following standard software and applications for the respective systems for which I have managed

▪ Property Management System	Opera PMS
▪ Point of Sales	Micros POS / Touché POS
▪ Financial Accounting System	Sun Financial Accounting System
▪ Payroll and Human Resources	Paytrax / OASYS Payroll System
▪ Food and Beverages Management	FBM / FMC System
▪ Keycard and Door Access Systems	VingCard / Orbita System
▪ IPTV System	Arantia / HeroApps IPTV System
▪ PABX System	Mitel /Avaya/ NEC PABX Systems
▪ IP CCTV System	Milestone / DAHUA CCTV System
▪ HSIA System for Guest Internet	Surfsonix /HeroApps HSIADevice
▪ WiFi Controller based AP	Huawei / Meru
▪ Data Backup for Servers and PCs	Quorum / VEEAM
▪ Antivirus Software Servers and PCs	Symantec / NOD32 /Trend Micro Antivirus
▪ Passport / ID Scanning Solutions	VICAS Samsotech
▪ Hotel Service Management Software	HotSOS

- **IT Administrator** **Holiday Inn Express (IHG)** **Dubai, U.A.E.**
April 2008 - March 2009
- ❖ Worked at Holiday Inn Express - SafaPark (3 ★)
- Part of the Pre-Opening Team for implementing Hotel System Setup
- **Technology Administrator** **Ernst & Young** **Trivandrum, Kerala, India**
July 2006 - April 2008
- ❖ Worked at Ernst & Young Global SC, Technopark, Trivandrum
- **Graduate Apprentice** **Bharat Sanchar Nigam Limited** **Alleppey, Kerala, India**
June 2005 - June 2006
- ❖ Worked at BSNL Telecom , Alleppey

Educational Qualifications and IT Certifications

Academics

- ✓ **Bachelor Degree of Engineering (B.E.) in Computer Science & Engineering (4 Year Course)**
Periyar University Tamil Nadu, India; Period: 2000-2004; Percentage of Marks obtained - 72.50%

IT Certifications

- **CHTP - Certified Hospitality Technology Professional** **CHTP Number: 455**
Hospitality based IT Certification from HFTP (Hospitality Financial and Technology Professionals)
 - **Global Association for Quality Management** **Certificate Number: 89667**
 - ✓ **CITM (Certified Information Technology Manager)**
 - **CISCO** **Cisco ID: CSC011294317**
 - ✓ **CCNA (Cisco Certified Network Associate)**
 - **MICROSOFT** **MCP ID: 3372870**
 - ✓ **M.C.I.T.P. (Microsoft Certified IT Professional)**
 - ✓ **Microsoft Azure Certified :Fundamentals**
 - ✓ **Microsoft 365 Certified: Fundamentals**
 - **SCHNEIDER ELECTRIC**
 - ✓ **DCCA (Data Center Certified Associate)**
 - **COMPTIA** **CompTia Career ID: COMP001007812761**
 - ✓ **CompTIA A+ Certified IT Technician**
 - ✓ **CompTIA Project + Certified**
 - **ITIL** **Registration ID: 4478102**
[Information Technology Infrastructure Library Service Level Management Certification from EXIN]
 - ✓ **ITIL-F (ITIL Foundation)**
- ❖ **English Proficiency - CEFR Level: C1 Proficient User**

Personal Details

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|-------------------|--|
| ▪ Date Of Birth | 14-03-1982 |
| ▪ Sex | Male |
| ▪ Hometown | Chengannur, Kerala State, India |
| ▪ Marital Status | Single |
| ▪ Nationality | Indian |
| ▪ Religion | Christian |
| ▪ Languages Known | English, Hindi, Malayalam |

References

Mr. Ronald Paul
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Tilal Liwa Hotel
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Mr. Wael AbdulAziz
Executive Assistant Manager - Operations
Swiss-Belsuites Admiral Juffair
Manama, Bahrain
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Declaration

I, Jeevan George Zachariah, hereby declare that the details furnished above are true to the best of my knowledge.
Date: **9th October 2021**